IDAHO DEPARTMENT OF LABOR | Employer Portal

EMPLOYER PORTAL

Employer Portal User Guide for Employers

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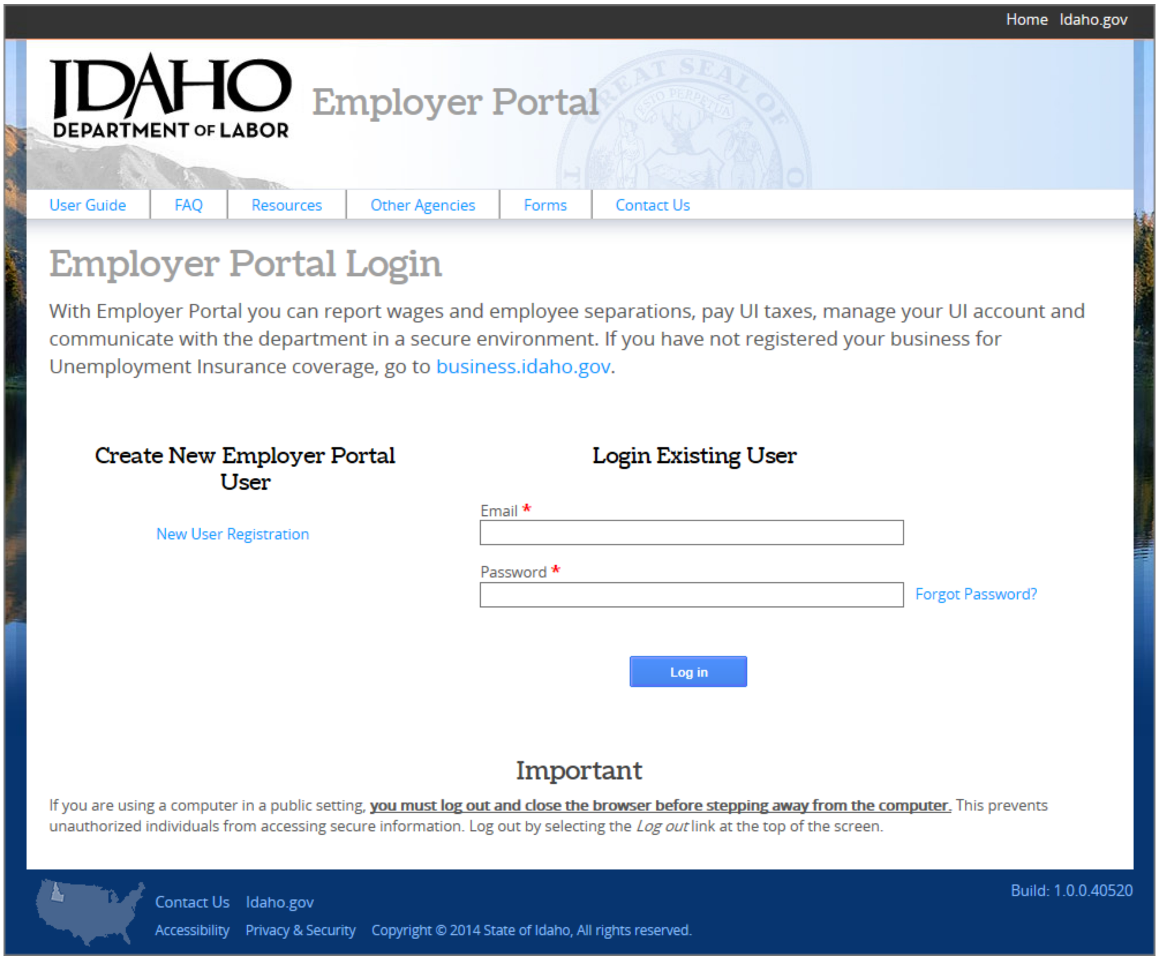
Employer Portal Overview

The Employer Portal is a Web-based application developed and supported by the Idaho Department of Labor. It is a self-service, online tool that allows Idaho employers to securely manage employer account information related to unemployment tax and benefits directly with the Idaho Department of Labor.



The Employer Portal User Guide is a manual created to help Idaho employers properly navigate and use the Employer Portal. This manual explains the processes that can be completed in the Employer Portal coupled with relevant background information.

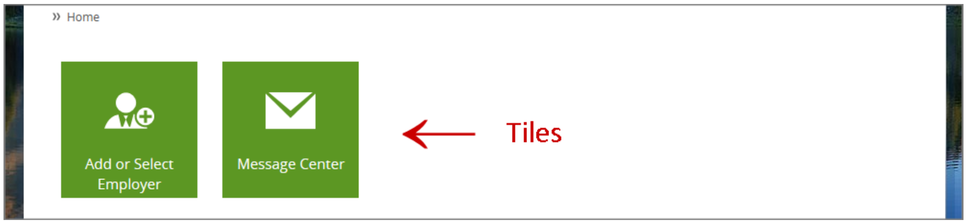
Employer Portal URL: http://Labor.Idaho.gov/eServices/EmployerPortal

Navigation Options

The Employer Portal uses standard navigation techniques that provide employers easy access required information. These includes tile navigation and tab navigation.

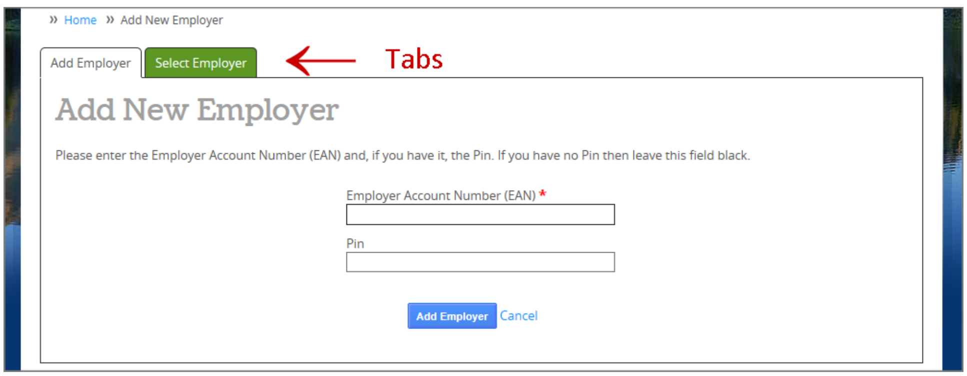
Tile Navigation

The Employer Portal provides access to a series of green, square tiles. Each tile depicts a picture and description, acting as a gateway to screens where specific functions can be performed.



Tab Navigation

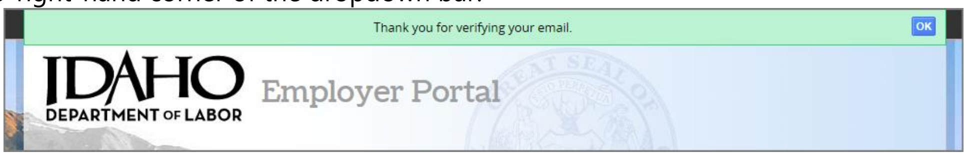
The Employer Portal provides access to a series of white and green tabs used to manage employer information. When a tab is selected it defaults to white. When a tab is not selected, it defaults to green.



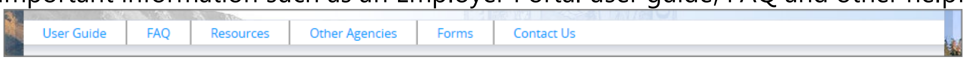
Special Features

The Employer Portal uses a number of special features throughout the site.

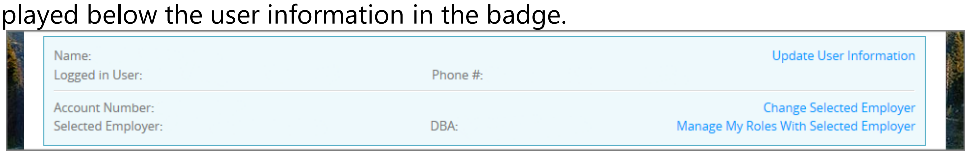
- **Success Dropdown Bar** - A green *success dropdown bar* is viewable at the top of the screen after successfully saving information. It displays different success messages related to the actions completed on the screen below it. Remove the dropdown bar by simple clicking the blue **ok** button located on the top-right-hand corner of the dropdown bar.



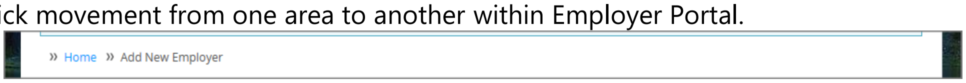
- **Main Menu** – A *main menu* at the top of each screen displays a series of hyperlinks that provide access to important information such as an Employer Portal user guide, FAQ and other helpful employer inks.



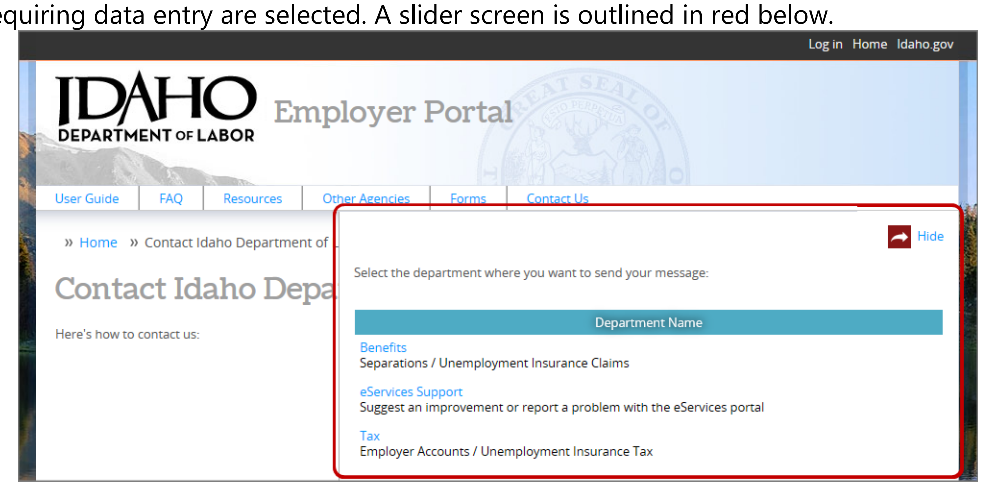
  - User Guide links to the Employer Portal user guide PDF for employers.
  - FAQ links to a list of frequently asked questions about the Employer Portal.
  - Resources links to a list of other helpful websites employers can use as resources.
  - Other Agencies links to a list of other state agency websites.
  - Forms links to a list of forms that are available to employers.
  - Contact Us links to the contact information for the Idaho Department of Labor.
- **Badge** – A blue *badge* at the top of each screen of a logged in Employer Portal user displays basic user information. When an employer has been selected for data management, basic employer information is displayed below the user information in the badge.



- **Site Navigation** – A simple *site navigation* displays the screen to which a user has navigated, allowing quick movement from one area to another within Employer Portal.



- **Slider Screen** – A white *slider screen* flies out from the right-hand side of each screen when actions requiring data entry are selected. A slider screen is outlined in red below.



'How To' Processes

The Employer Portal provides access to specific actions that can affect the details on an employer account. Each *how-to process* contained herein provides step-by-step instructions to help each registered user better navigate the Employer Portal and manage employer information.

- ☆ Register a New User
- ☆ Login to Employer Portal
- ☆ Reset a Forgotten Password
- ☆ Grant a User Access to Employer Data
- ☆ Contact the Idaho Department of Labor
- ☆ Send a New Secure Email Message
- ☆ Reply to a Secure Email Message
- ☆ Update User Information
- ☆ Change the Selected Employer
- ☆ Manage Your User Roles for an Employer
- ☆ Manage Authorized User Roles for an Employer
- ☆ Manage the Employer PIN
- ☆ Manage Employer Addresses
- ☆ Manage Employer Worksites
- ☆ Manage Employer Contacts
- ☆ Manage Also Known As Names
- ☆ File a Quarterly Report or Pay Taxes Online
- ☆ New Hire Reporting
- ☆ View the Benefit Charges for an Employer
- ☆ Sign Up for Electronic Claim Notification
- ☆ Confirm Weekly Earnings
- ☆ Report an Employee Separation

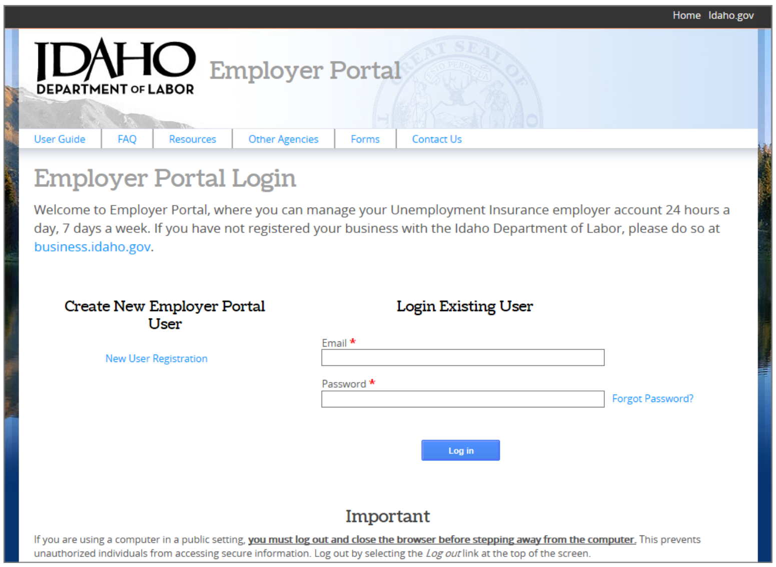
Register a New User

<u>How To</u>: Register a new user profile to access employer information on the Employer Portal.

Each new business entity that compensates workers for services rendered is required to register as a business with Idaho Business Registration online at http://business.idaho.gov/.

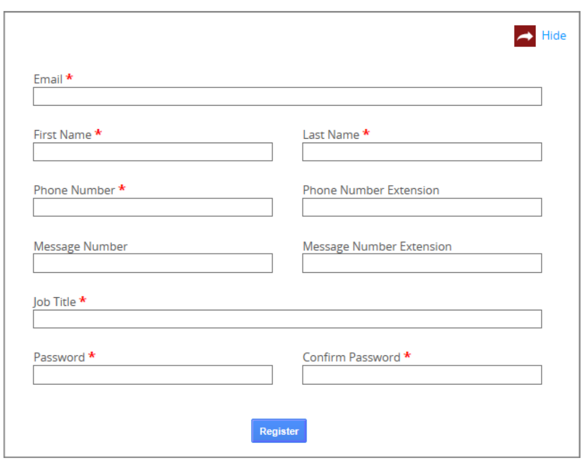
> *If the business was set up in IBR with an email address, an Employer Portal user profile is automatically set up* using the same email address.
>
> *If the business was set up in IBR without an email address, an Employer Portal user profile must be manually set up* so that employer information can be properly managed.

Begin on the Employer Portal login screen.



Click the **New User Registration** hyperlink.

A slider screen will be displayed on the right-hand portion of the screen.



Enter information into the available fields. A red asterisk indicates a required field. The user will not be created unless all required fields are filled in using the correct format.

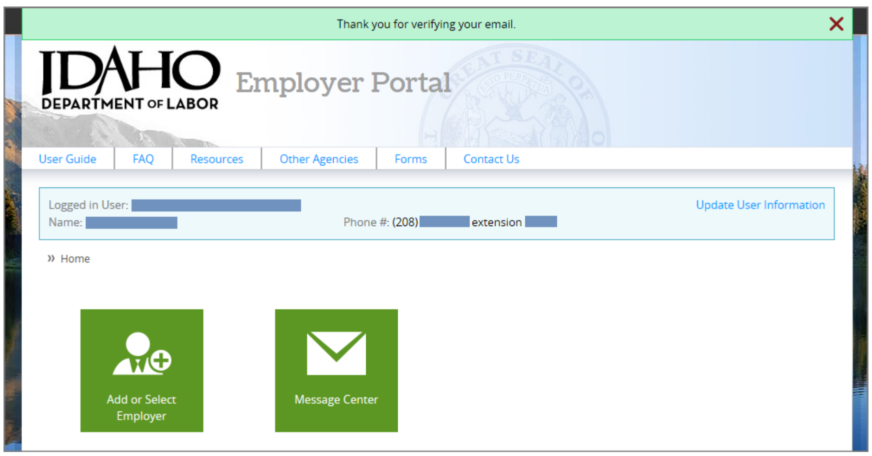
Click the **Register** button to create a new user profile. A verification email is sent to the email address indicated during the registration process and the **Verify Your Email** screen is displayed.

Before continuing to the Employer Portal Login screen the email address must be verified.

To do this, open the email and click the *verify email address* link provided.

If the email cannot be found, click the **Resend Verification Email** button to have an additional verification email sent to the same email address.

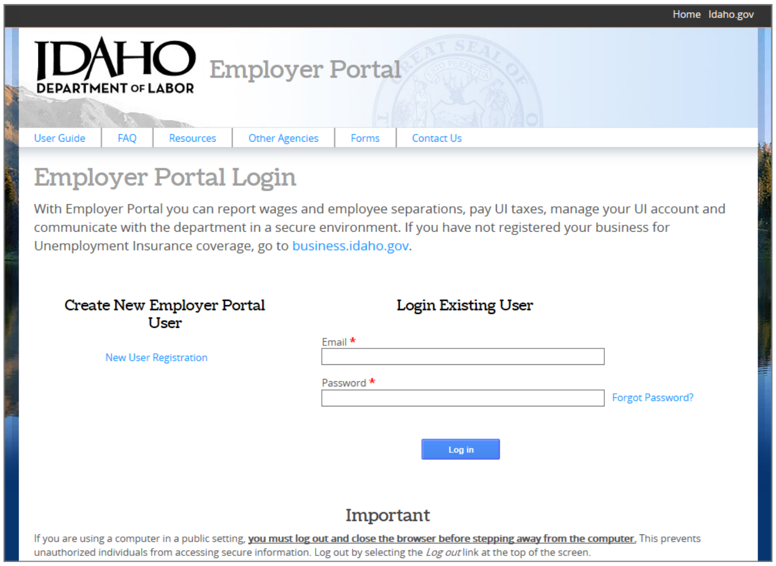
After clicking the link, the user's home screen on the Employer Portal can be accessed as seen below. A green success dropdown bar confirms the email was verified and the user profile has been activated.



Login to Employer Portal

<u>How To</u>: Login an existing user to the Employer Portal.

Begin on the Employer Portal login screen.

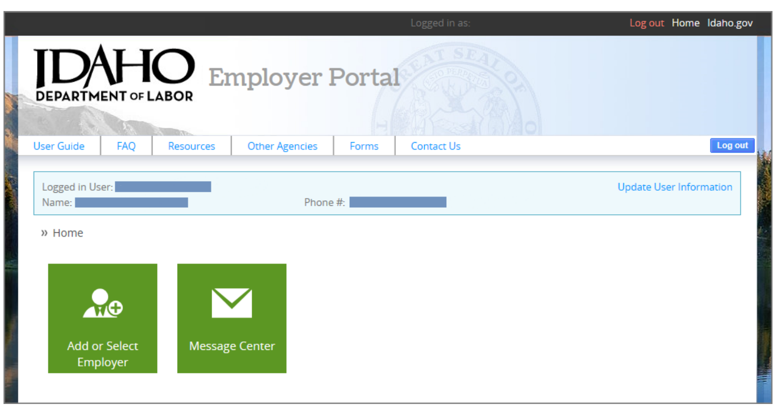


Type the user's email address listed on the user profile. It is required to login.

Type the user's password created by the user or received as a temporary password. It is required to login.

- If the user profile is established manually on the Employer Portal site, an employer account must be linked to the user. See the Grant a User Access to Employer Data how-to process.
- If the user profile is established automatically by the IBR program, the associated employer account will be automatically linked with the user that has administrator permissions for that employer account.
- After five attempts to login, a user will be locked, requiring Idaho Department of Labor staff to unlock the user and allow access to the Employer Portal once again.
- Once logged in, if a user profile is inactive in Employer Portal for more than fifteen minutes the user is automatically logged out.

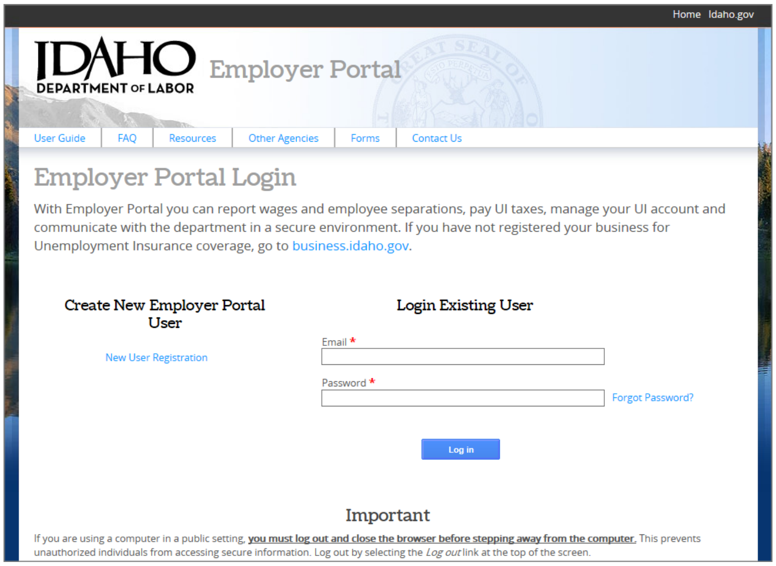
Click the **Login** button to access the Employer Portal and display the user's home screen. Each screen will display different tiles depending on the permissions level of the user.



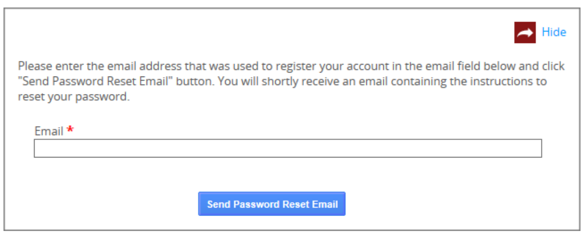
Reset a Forgotten Password

<u>How To</u>: Reset a forgotten password for an existing user in the Employer Portal.

Begin on the Employer Portal login screen.



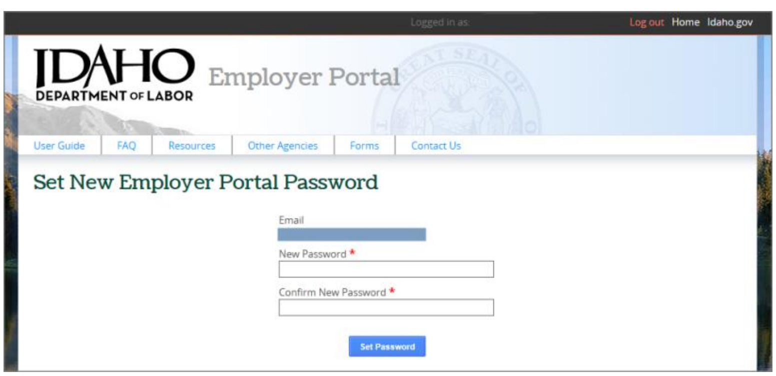
Click the **Forgot Password** hyperlink to access the Password Reset slider screen.



Type the user's email address that is used for all Employer Portal communication in the email field.

Click the **Send Password Reset Email** button. Once the email has been sent the slider screen will disappear, and a green success drop-down bar will be displayed at the top of the screen.

Access the Employer Portal activity notification email, click the *Reset your Idaho Department of Labor Employer Portal password* hyperlink provided and the Set New Employer Portal Password screen opens in a browser.



Enter a new password in the Password field and reenter it a second time in the Confirm Password field.

> *<u>Note</u>: This must be a different password from the previous password.*

Click the **Set Password** button. This will be the new password required when logging in to Employer Portal.

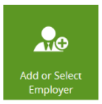
Grant a User Access to Employer Data

<u>How To</u>: Grant a user profile access to an employer account for data management.

Note: A single user can have access to multiple roles for managing data on multiple employer accounts.

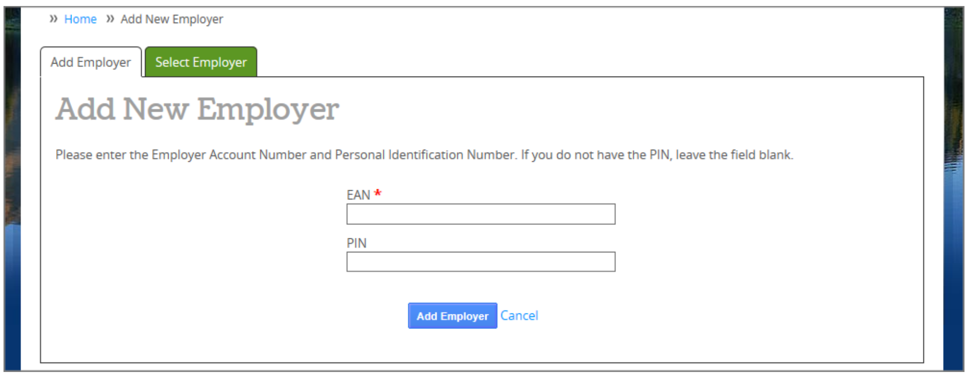
User profiles are assigned permissions to various roles for an employer account that correlate to the actions that user will perform once logged in to Employer Portal. Administrator users can manage a wider range of employer information, send secured email messages to Idaho Department of labor staff and control other user's permissions for the specified employer account. Administrators receive emails each time a new user requests permissions to the employer.

Log in to the Employer Portal and access the user's home screen.



Click the **Add or Select Employer** tile.

Click the **Add Employer** tab to request access to an employer's information for data management.

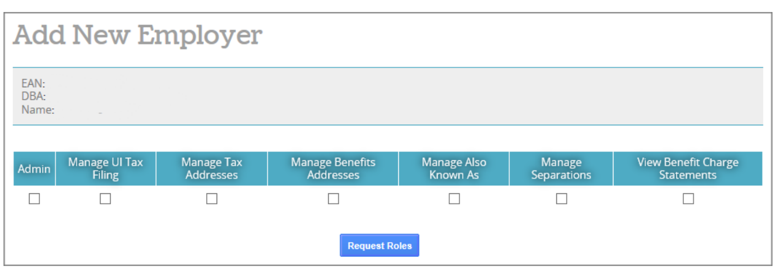


Type the 10-digit employer account number into the EAN field.

<u>Note</u>: Providing only an EAN sends an email to the administrator for the employer account requesting the permissions indicated on the following screen.

Type the 6-digit personal identification number in the PIN field.

<u>Note</u>: Providing a PIN along with the EAN sets up the user profile in an administrator role for the employer, granting access to view and manage all employer information and the ability to add, edit and delete users for that employer.



Select the check box underneath each area of functionality that is required by the user.

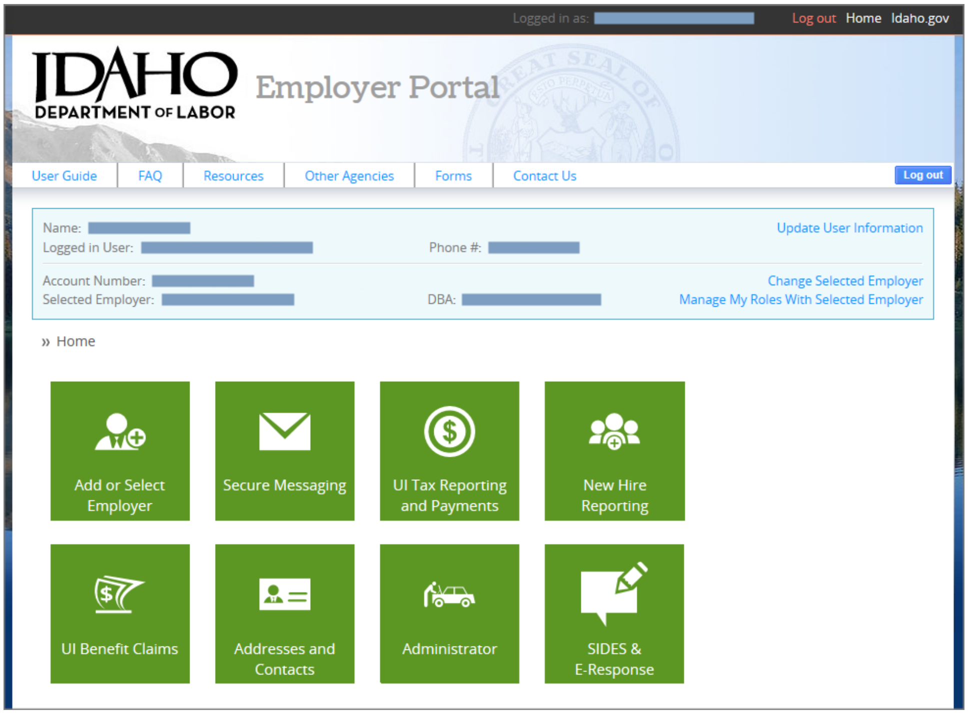
- → If a PIN was not keyed during the user's roles request, by default all boxes are not checked and each role being requested must be manually selected.
- → If a PIN was keyed during the user's roles request, by default all boxes are checked. The user will be granted all the permissions to all roles.

Click the **Request Roles** button to attain access to the roles requested.

- → If a PIN was not keyed during the request, access to the employer account will remain in a pending state until an administrator approves the request, granting access.

→ If a PIN was keyed during the request, the user will be granted permission as an administrator on the employer account.

The screen refreshes to the user's home screen, displaying tiles for each functional area the user was granted access to. A success dropdown bar is also displayed at the top of the screen, indicating that new roles have been approved.

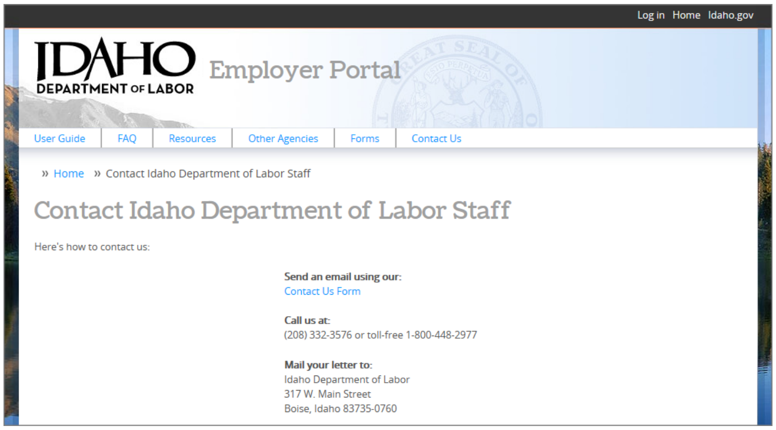


Contact the Idaho Department of Labor

<u>How To</u>: Find contact information for the Idaho Department of Labor without being logged in to Employer Portal.

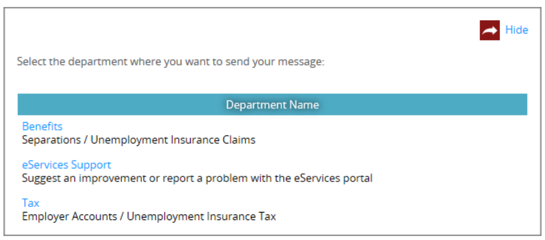
Begin on the Employer Portal home screen.

Click the **Contact Us** menu hyperlink to access the Contact Idaho Department of Labor screen.

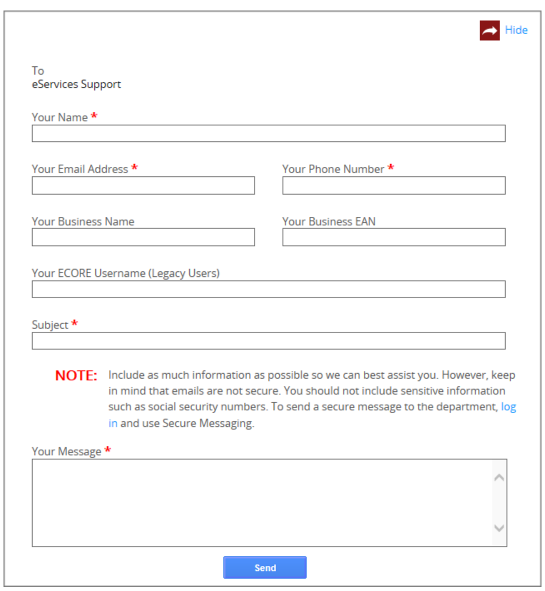


Click the **Contact Us Form** hyperlink to send an email message directly to the Idaho Department of Labor.

A slider screen displays the departments to which an email message can be sent.



Select a department hyperlink. The message slider screen is displayed with that department in the *To* field.



Enter required details and attach supporting files to assist in the communication process, ensuring there is enough detail in the request for staff to understand it and respond promptly and accurately.

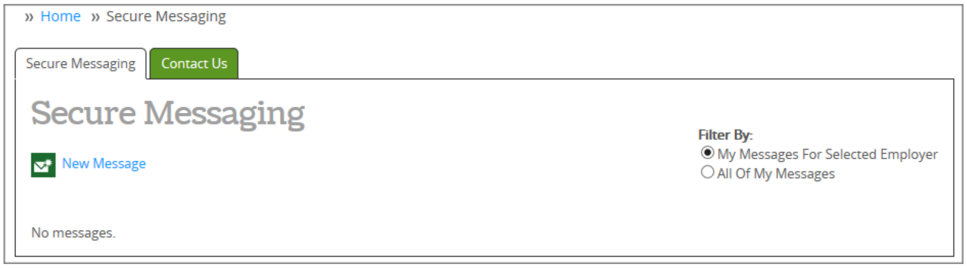
Click the **Send** button to send the email to the Idaho Department of Labor. The slider disappears upon sending.

Send a New Secure Email Message

<u>How To</u>: Send a secure email message to the Idaho Department of Labor while logged in to Employer Portal.

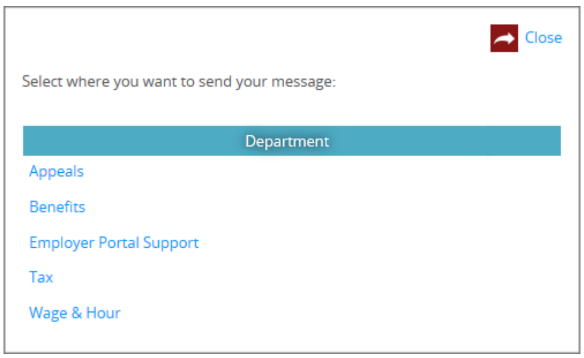
Log in to the Employer Portal and access the user's home screen.

Click the **Secure Messaging** tile to access the *Secure Messaging* tab as seen below.

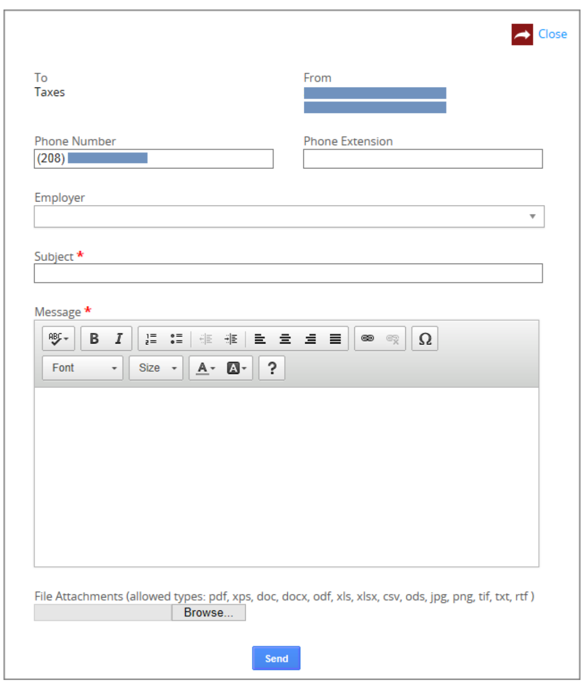


Click the **New Message** button to send a secure email message directly through the Employer Portal.

A slider will display the departments that a secure message can be sent to.



Select one of the hyperlinks under the Department or Staff heading to send a secure message to the department of appeals, benefits, taxes, wage and hour or Employer Portal. After clicking one, the secure email message slider will appear with the selected department or staff person listed in the *To* section.



Certain fields will be auto-populated but can be changed if necessary.

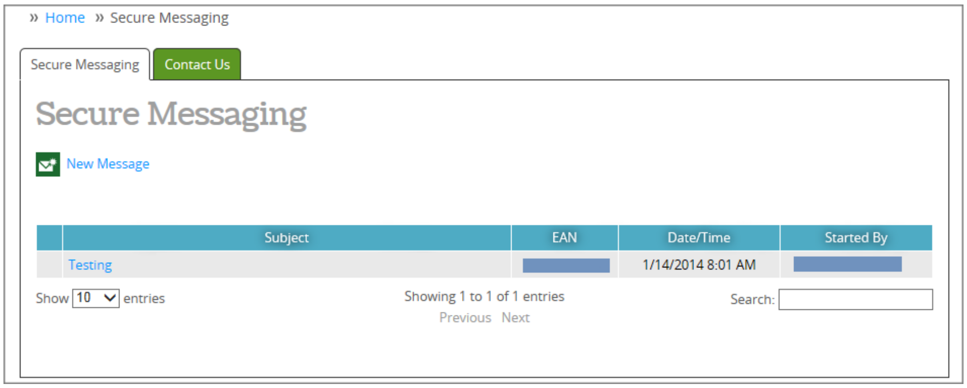
An employer can be indicated if the email is in reference to a specific employer account, but it is not required.

Type a subject of the email in the Subject field. It is a required field.

Type a message on the Message box. It is a required field.

Attach any files relevant to the communication that will assist in the investigation by staff.

Click the **Send** button to send the secure email message including any attachments to the department or individual indicated on the email. A green slider dropdown will appear at the top of the screen indicating that the message was sent successfully. The Secure Messaging tab will refresh to display the new message in a table.

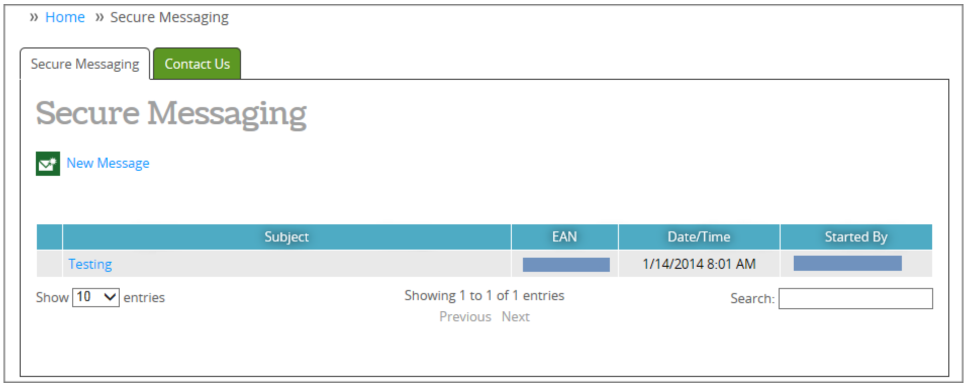


Reply to a Secure Email Message

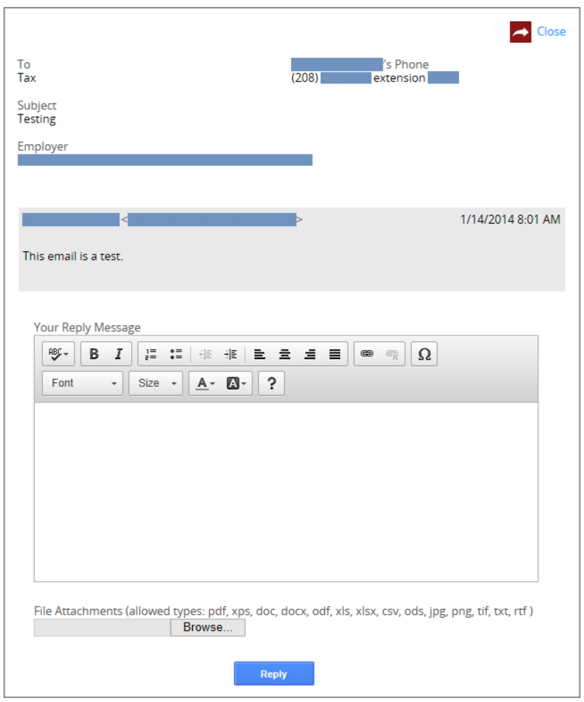
How To: Reply to a secure email message from the Idaho Department of Labor while logged in to Employer Portal.

Log in to the Employer Portal and access the user's home screen.

Click the **Secure Messaging** tile to access the *Secure Messaging* tab as seen below.



Select the **Subject** hyperlink for an email conversation to access a slider screen with message details.



Type a reply to the message.

Attach any helpful files.

Click the **Reply** button to send an email reply to the selected message with the Idaho Department of Labor.

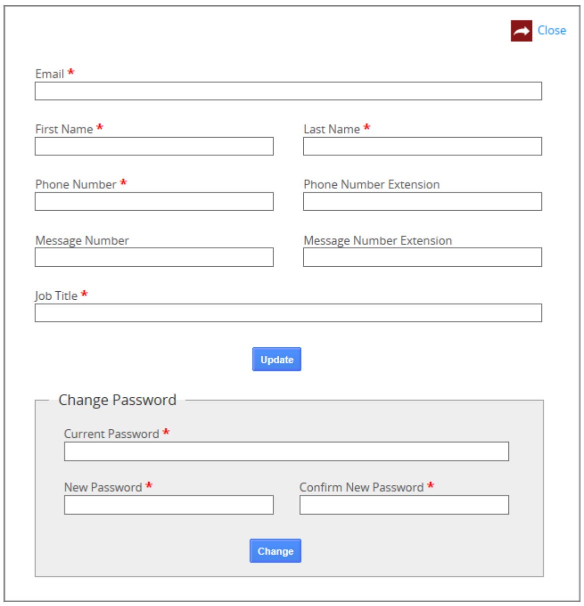
The slider screen will disappear and a green success dropdown bar will appear at the top of the screen indicating that the email was successfully sent. If the email message in the table is selected, the original email and the reply are displayed.

Update User Information

<u>How To</u>: Update user contact information or change a password.

Log in to the Employer Portal and access the user's home screen.

Click the **Update User Information** hyperlink located in the top right-hand corner of the badge to access the *Update User Information* slider screen.



Update Contact Information

Type new contact information into any fields that need to be updated. This includes email, first and last names, phone number and extension, message number and extension and job title.

Click the **Update** button to save the new data to the user profile. The slider screen disappears and a green success dropdown bar is displayed at the top of the screen.

Change a Password

Change a password by entering the old password into the Current Password field and a new password into the New Password field. Re-enter the same new password into the Confirm New Password field as confirmation of the new password.

Click the **Change** button to save the new password on the user profile. The slider screen disappears and a green success dropdown bar is displayed at the top of the.

Change the Selected Employer

<u>How To</u>: Change the selected employer to manage the information on a different employer account.

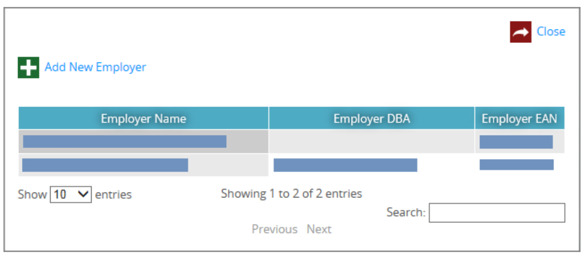
A user can switch between accessing data on different employer accounts as long as the user has already been granted access to each employer account.

There are two ways to change the selected employer. Both options are described below.

Option 1: Use the Badge to Change the Selected Employer

Log in to the Employer Portal and access the user's home screen.

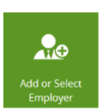
Click the **Change Selected Employer** hyperlink located in the middle right-hand side of the badge to access the employer slider screen to view all employers a user has access to.



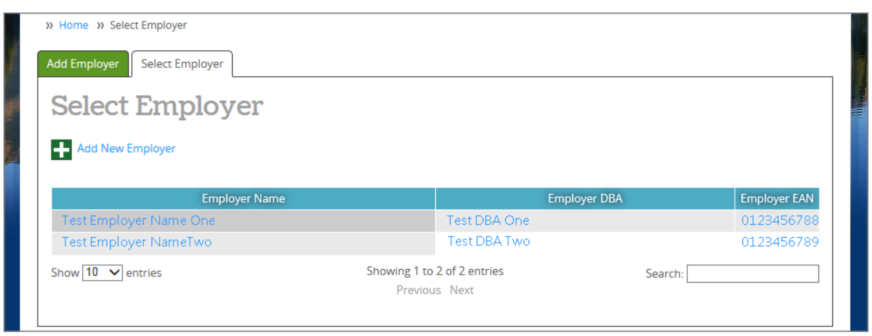
Select the **Employer Name** hyperlink for an employer listed in the table of employers the user has access to. The slider will disappear and the home screen will refresh displaying the selected employer's details in the badge and tiles for functional areas the user has access to for that employer.

Option 2: Use the Tiles to Change the Selected Employer

Log in to the Employer Portal and access the user's home screen.



Click the **Add or Select Employer** tile to access the *Select Employer* tab.



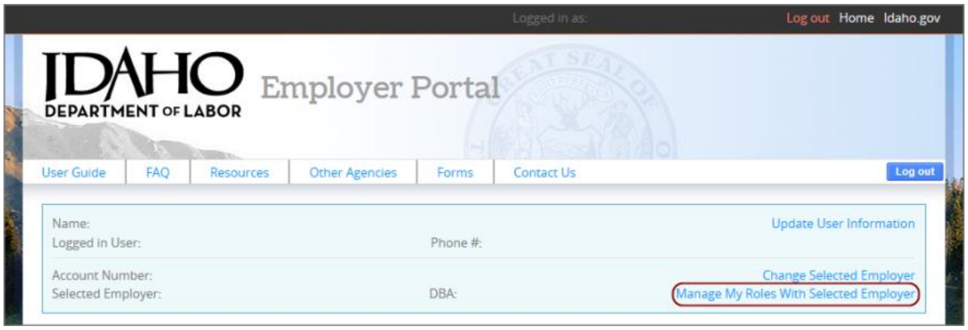
Click the **Employer Name** hyperlink to select that employer account for information management. The badge will refresh to display the newly selected employer information.

Pending role requests are displayed at the bottom of the tab. Click **cancel** to cancel a role request.

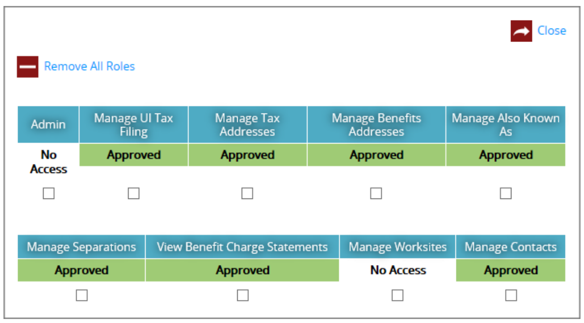
Manage Your User Roles for an Employer

<u>How To</u>: Manage your own user roles for an employer. Add or remove access to functional areas for an employer.

Log in to the Employer Portal and access the user's home screen.

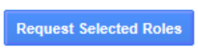


Click the **Manage My Roles With Selected Employer** hyperlink on the badge to access the roles slider screen.



Add Access to a Role for Your User Profile

Select the check box under each role for which access *should be granted* on the selected employer.

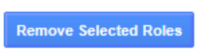


Click the **Request Selected Roles** button to request access for the selected user roles.

- → If the user is an administrator the change is immediate, displaying *approved* under each role access was granted.
- → If the user is not an administrator, an email is sent to each administrator for the employer requiring approval of the role request prior to access being granted.

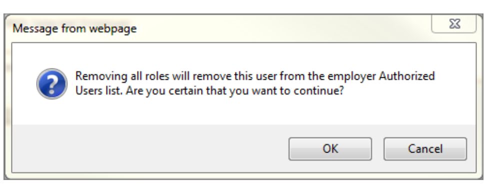
Remove Access to a Role for Your User Profile

Select the check box under each role for which access *should not be granted* on the selected employer.



Click the **Remove Selected Roles** button to remove your access and display *no access* for those roles in the table. A role change notification email is sent to all administrators for the employer account.

Instead of removing each role individually, *if all access should be removed from an employer*, click the **Remove All Roles** button. A pop-up requires confirmation of the request to remove all roles for the user.



Click the **OK** button and remove all your roles access from the selected employer. A roles change notification is sent to your user profile email address.

Click the **Cancel** button to abandon changes and keep the user roles as they are for the selected employer.

Manage Authorized User Roles for an Employer

<u>How To</u>: Manage the authorized users for an employer. Approve or deny user requests for access to specific functional areas for an employer.

Users with administrator permissions for an employer have the ability to approve or deny requests by other users for access to functional areas. This can be done via email or through the Employer Portal.

Users with administrator permissions for an employer automatically receive email notifications as new users are granted access to and removed from an employer account. This assists in ensuring that only approved users have permission to access employer information.

Option 1: Manage Authorized Users via Email

When a user requests access to an employer's functional areas, all users with administrator access for that employer receive an email with details about the request for access.

Click the **Approve** hyperlink to *grant the user access to all functional areas for the employer* requested in the email. The Employer Portal Result of Role Management screen is displayed in an Internet browser, indicating the roles that were approved for a user. No further action is required.

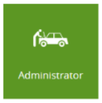
Or click the **Deny** hyperlink to *deny the user access for all functional areas for the employer* requested in the email. The Employer Portal Result of Role Management screen is displayed in an Internet browser, indicating the roles that were denied for a user. No further action is required.

Or click the **Login to manage roles** hyperlink to view the user roles request directly in the Employer Portal. This process is detailed below.

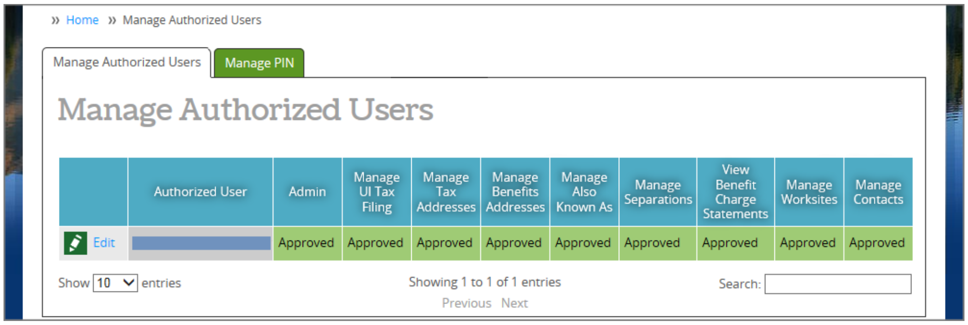
Option 2: Manage Authorized Users via the Employer Portal

A user profile can be granted access to or removed from specific roles for an employer.

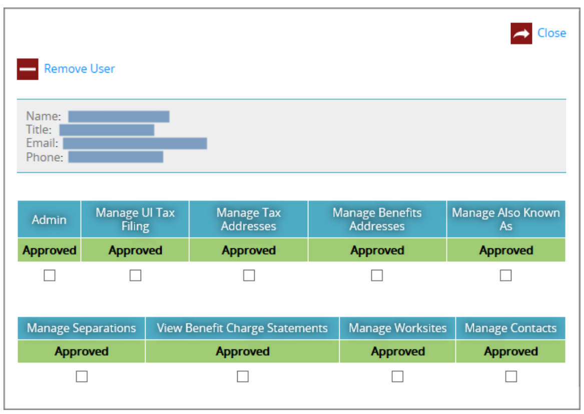
Log in to the Employer Portal and access the user's home screen.



Click the **Administrator** tile to access the *Manage Authorized Users* tab.



Select the **Edit** hyperlink for the user profile with a pending request and access the *manage authorized users* slider screen. View the current status of the selected user, pending requests for access to functional areas and areas already *approved* or *denied*.



Select the check box for each role being approved or denied. This will trigger a button to appear.

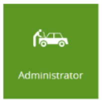
Click the **Add Selected Roles** button to grant the user access to the requested roles with boxes checked. The slider disappears, and the Manage Authorized Users tab displays the approved roles as *approved*.

Click the **Remove Selected Roles** button to deny the user access to the roles with boxes checked. The slider disappears, and the Manage Authorized Users tab displays the denied functional areas as *no access*. This action also triggers an email to the administrator detailing the role changes that occurred for the user.

Manage the Employer PIN

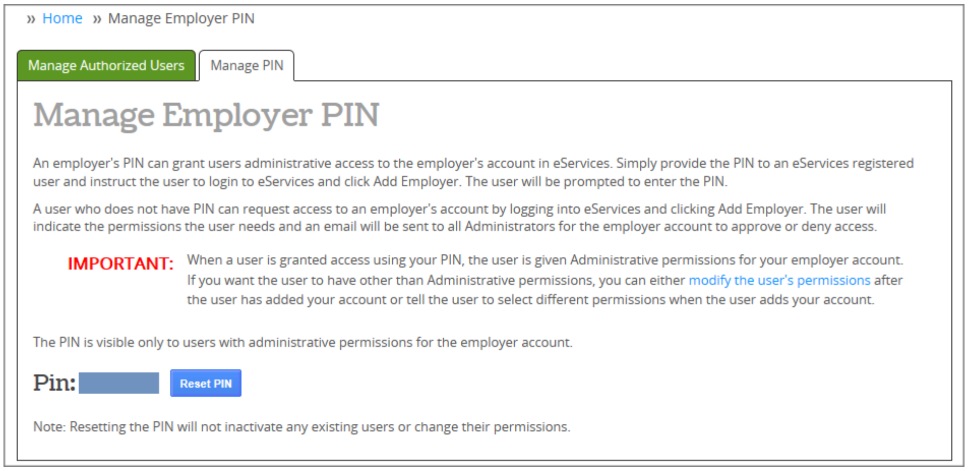
<u>How To</u>: Change the PIN associated with an employer account to ensure the employer account stays secure when a change occurs in employee status.

Log in to the Employer Portal and access the user's home screen.



Click the **Administrator** tile to access the features available to users with administrator permissions for the selected employer. Only a user with administrator rights can access this tile.

Click the **Manage PIN** tab. Only a user with administrator rights has access to this screen.



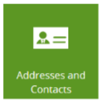
Click the **Reset PIN** button to remove the PIN and activate a new PIN that will be linked to the employer.

Any user attempting to access the employer information using the previous PIN will be unable to do so. This does not adjust a user's authorized roles. It simply invalidates the old employer PIN. To ensure security of the employer information, changing an employer PIN should be done in conjunction with removing all roles for any users no longer requiring access to the employer information.

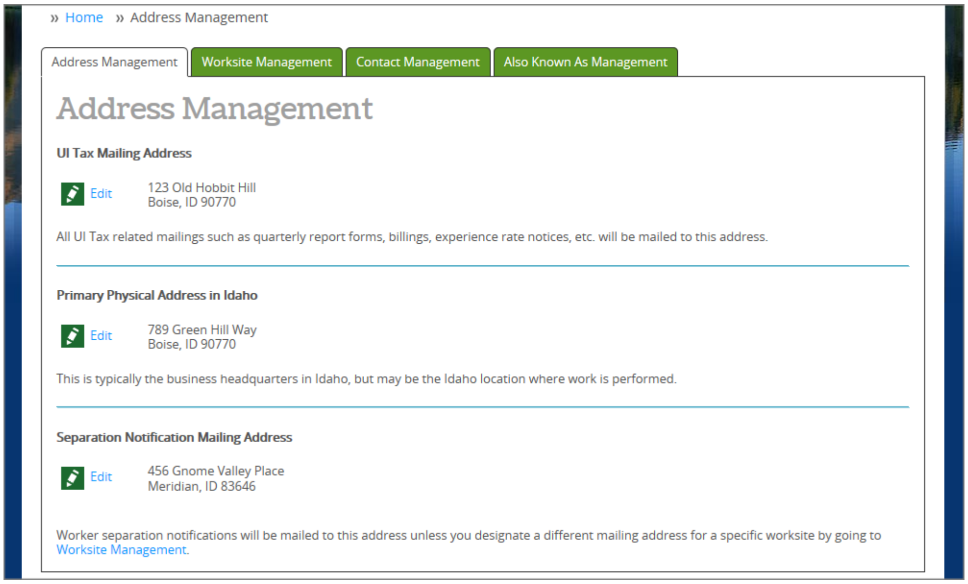
Manage Employer Addresses

<u>How To</u>: Update employer addresses associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



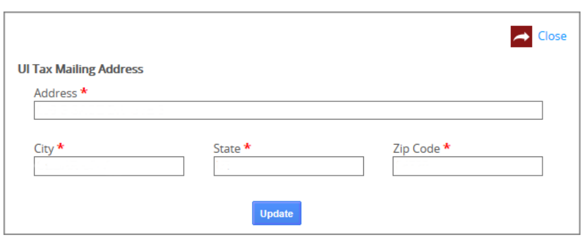
Click the **Addresses and Contacts** tile to access the Address Management tab.



From the **Address Management** tab three different addresses can be added or edited for an employer.

- **UI Tax Mailing Address** is used for all mailings related to unemployment insurance tax such as report forms, billings and experience rate notices.
- **Primary Physical Address in Idaho** is normally the address of the employer's Idaho headquarters or it can be the location in which work is performed. P.O. Boxes are not allowed.
- **Separation Notification Mailing Address** is the address used to mail separation notifications, unless a specific worksite is designated.
  - *Send all Separation Notifications to this Address* is a hyperlink is used to remove the mailing of separation notifications to separate worksites and instead mail them to a single address.

Click the **Edit** button within one of the three address areas on the Address Management tab.



All fields displayed are required fields when entering or editing an address.

→ If an address is already present, the system detects this and displays an *Update* button on the slider screen.
→ If an address is not present, the system detects this and displays an *Add* button on the slider screen.

Enter the address into the fields displayed.

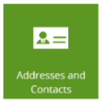
Click the **Update** button to save changes to an existing address. Or, click the **Add** to save changes to a new address entered on the slider screen.

Or, click the **Close** button to abandon changes and return to the Address Management tab.

Manage Employer Worksites

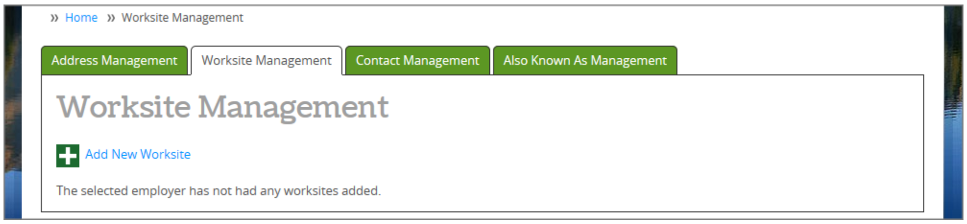
<u>How To</u>: Update the addresses associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Worksite Management tab.

Click the **Worksite Management** tab to access the worksite management features.

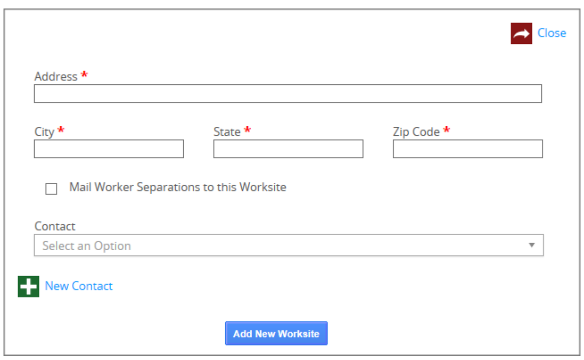


Add a New Worksite

<u>How To</u>: Add a new worksite to an employer account.

> *Separation notifications can be sent to a single, multiple or all worksites individually. Any worksites selected will receive separation notifications. Any worksites not selected will default to the main address for separation notifications.* Begin on the Worksite Management tab.

Click the **Add New Worksite** button to access the new worksite slider screen.

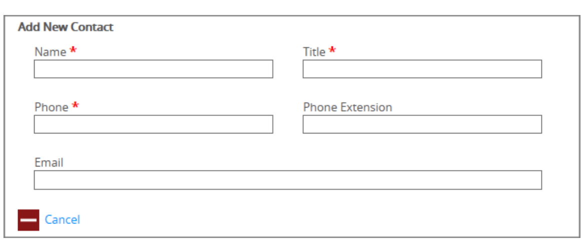


Enter data into each required field including address, city, state and ZIP code.

<u>Mail Worker Separations to this Worksite</u> is a check box used to indicate that the worksite's separation notifications be mailed to the worksite.

Select a *<u>Contact</u>* from a drop-down list of existing contacts.

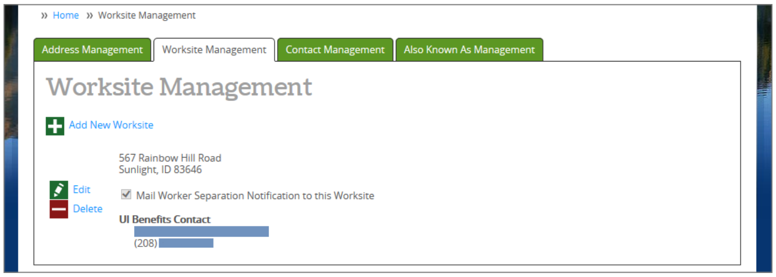
If a new contact needs to be added, click the **New Contact** button. This will dynamically display a new section of fields for data entry under the heading *Add New Contact*.



Enter data into all required fields. *A new contact added from this screen and saved to the address can be viewed and edited from the Contact Management tab.*

If a new contact is not required after all, click the **Cancel** button to remove any new contact information entered. This does not close the slider. It only removes contact information keyed in error on the slider screen. Continue with the process below.

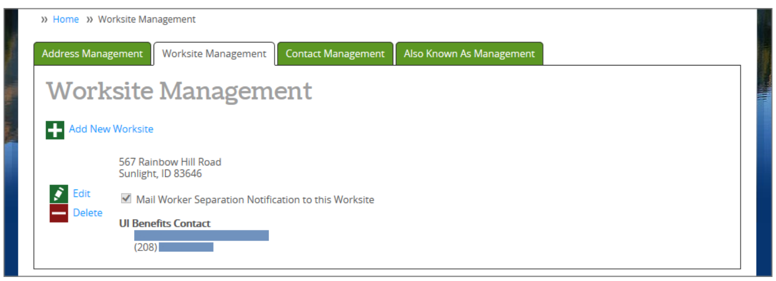
Click the **Add New Worksite** button to save all new worksite information entered to the employer account. The slider disappears, a green success drop-down bar indicates that a new worksite was added and the Worksite Management tab refreshes to display the new worksite.



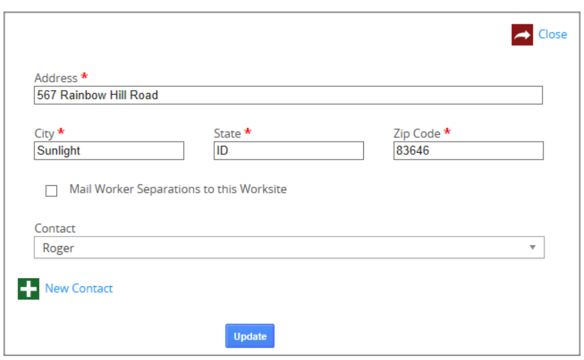
Edit a Worksite Address or Contact

<u>How To</u>: Edit a worksite address or contact on an employer account.

Begin on the **Worksite Management** tab.



Click the **Edit** button next to an existing worksite address to access the edit address slider screen.

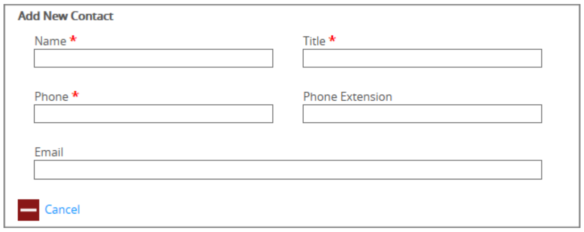


Make updates to any fields requiring a change.

Select or deselect the check box to Mail Worker Separations to this Worksite.

Select a Contact from the existing contacts drop-down list.

Or click the <u>*New Contact*</u> button to dynamically display the Add New Contact section.



Enter data into the required fields for the new contact.

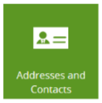
If a new contact is not required, click the **Cancel** button to abandon changes made to the New Contact section and return to the original slider screen options.

Click the **Update** button to save the changes made to the worksite address and worksite contact. The slider will disappear, a green success drop-down bar will indicate that the worksite was successfully updated and the changes will be available immediately on the *Worksite Management* tab.

Manage Employer Contacts

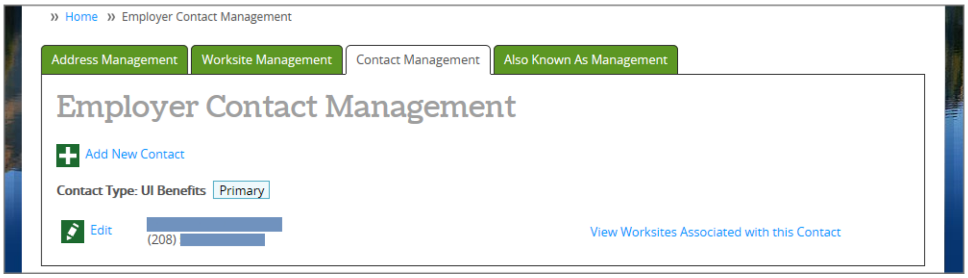
How To: Update the contacts associated with an employer account.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Contact Management tab.

Click the **Contact Management** tab to access the Employer Contact Management features.



An employer can have one UI Tax contact. Once a UI Tax contact is entered it cannot be deleted. If this contact changes the UI Tax contact must be edited to reflect the new person.

An employer can have multiple UI Benefits contacts only one of which can be designated as the primary benefits contact. Only nonprimary benefits contacts can be deleted.

The first UI Benefits contact entered on an employer account is automatically designated as the primary benefits contact.

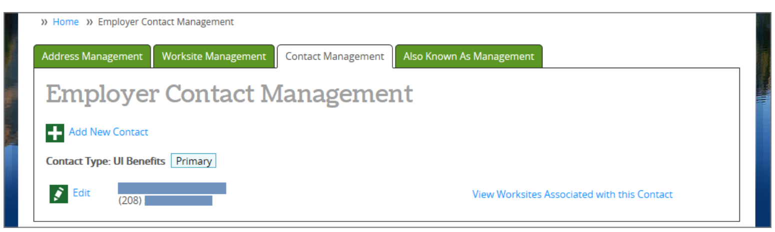
Click the **Make Primary** hyperlink to change the primary benefits contact from one contact to another.

Click the **View Worksites Associated with this Contact** to access a slider that displays all worksite addresses to which a contact is linked.

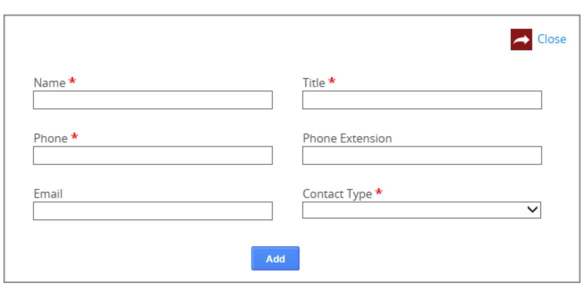
Add a New Employer Contact

How To: Add a new employer contact to an employer account.

Begin at the **Contact Management** tab.



Click the **Add New Contact** button to access the new employer contact slider screen.



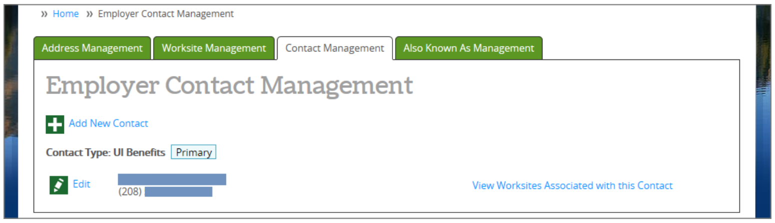
Enter data into required fields.

Click the **Add** button to save all information to the employer account. The slider will disappear, a green success drop-down bar will appear indicating that a new contact was successfully added to the employer account and the new contact will immediately be displayed on the Contact Management tab.

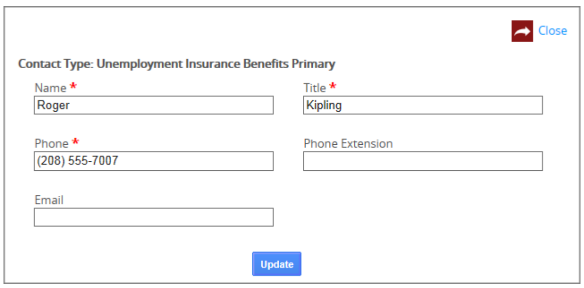
Edit an Employer Contact

<u>*How To*</u>*: Edit an existing employer contact on an employer account.*

Begin at the **Contact Management** tab.



Click the **Edit** button to access the edit contact slider screen.



Make updates to any field requiring a change.

Click the **Update** button to save all changes to the employer account. The slider screen will disappear, a green success drop-down bar appears indicating that the contact was successfully updated and the changes are available immediately on the *Contact Management* tab.

Manage Also Known As Names

<u>How To</u>: Update the also known as names associated with an employer account.

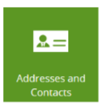
Having a list of all names an employer uses is important when an employer may be corporately known by one name but publicly known by another. This helps when performing research on a benefits claim to ensure that the correct employer is being referenced on the claim.

The *also known as* name is different from the *legal* name and *doing business as* name.

An also known as name is not a legally registered name. It is a name by which a business is known generally in the public that has sprung up over time as a sort of business nickname.

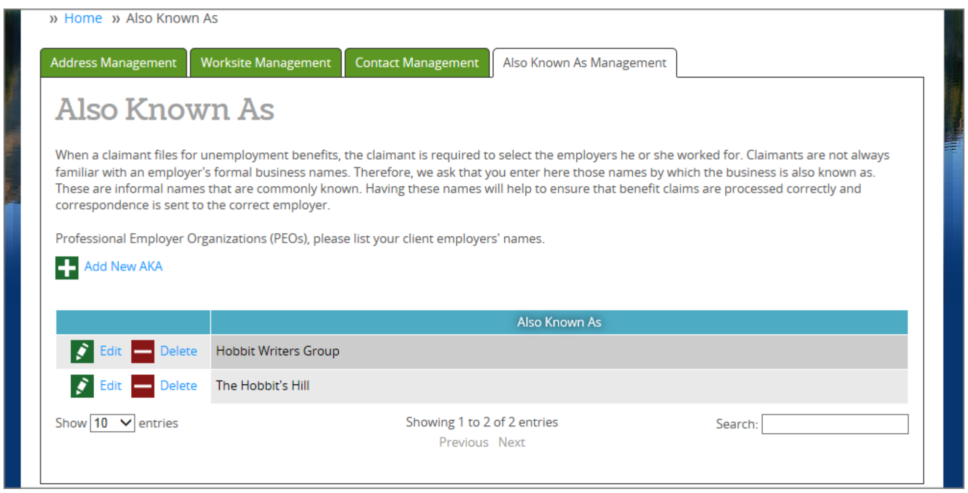
> Our example employer registered with the Secretary of State using the legal name of *IntelliCore Inc.* This same employer registered with a doing business as name of *Computer Smarts Repair and Sales*, the name listed on the business's local computer shop sign. Over time the business was referred to by happy clientele and dedicated workers as simply *Smart Computers*. Therefore, *Smart Computers* became an *also known as* name for the employer.

Log in to the Employer Portal and access the user's home screen.



Click the **Addresses and Contacts** tile to access the Also Known As Management tab.

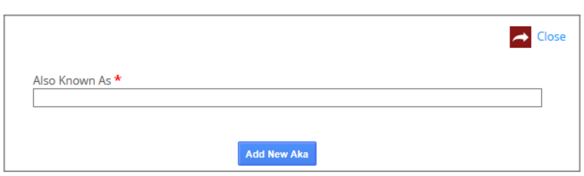
Click the **Also Known As** tab to access features that assist in managing *also known as names,* AKAs.



Add a New AKA

Begin on the **Also Known As** tab.

Click the **Add New AKA** button to access the slider screen to add a new AKA name.

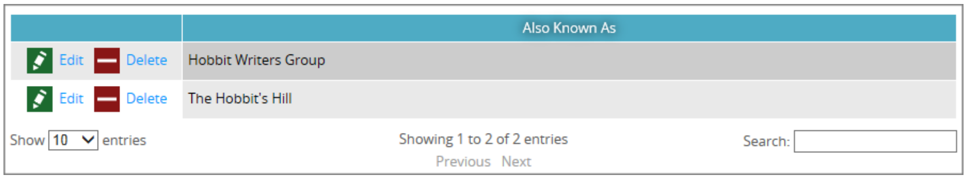


Type a single *also known as* name associated with the selected employer.

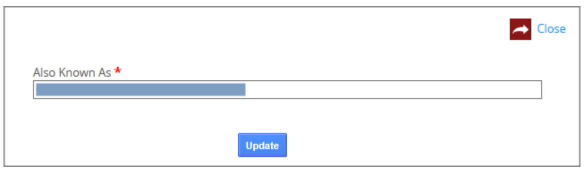
Click the **Add New AKA** button to save the new AKA to the employer account. The slider screen will disappear, a green success drop-down bar will indicate that the AKA name was successfully saved to the employer account and the new AKA name will be displayed immediately in the *also known as* table at the bottom of the Also Known As tab.

Edit an AKA

Begin on the Also Known As tab.



Click the **Edit** button to the right of an AKA name requiring a change and access the slider screen to edit an existing AKA name.

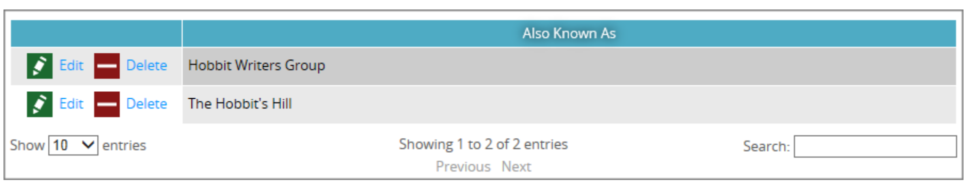


Make the required changes to the employer AKA name.

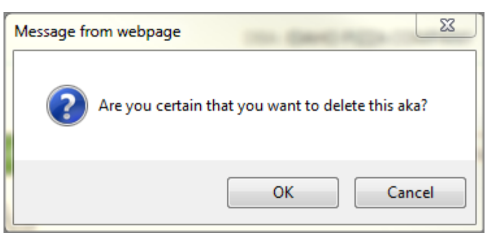
Click the **Update** button to save changes to the AKA name on the employer account. The slider screen will disappear, a green success drop-down bar will indicate that the AKA name was successfully saved to the employer account and the updated AKA name will be displayed immediately in the *also known as* table at the bottom of the Also Known As tab.

Delete an AKA

Begin at the Also Known As tab.



Click the Delete button to the right of an AKA name that was entered in error to access a popup requesting confirmation of the AKA name deletion.



Click the OK button to delete the selected AKA name.

A green *AKA successfully deleted* success drop-down bar is displayed and the screen is refreshed with the AKA name no longer displayed in the table at the bottom of the Also Known As tab.

File a Quarterly Report or Pay Taxes Online

<u>How To</u>: File a quarterly report and pay unemployment insurance taxes online using the Employer Online Reporting tool.

Log in to the Employer Portal and access the user's home screen.

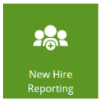
Click the **UI Tax Reporting and Payments** tile to access the Employer Online Reporting tool.

The credentials of the employer logged into Employer Portal will be used to automatically log the employer in to the Employer Online Reporting tool. This simplifies the online experience for employers.

New Hire Reporting

<u>How To</u>: Report a new hire to the Idaho Department of Labor. All new employees must be reported.

Log in to the Employer Portal and access the user's home screen.



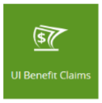
Click the **New Hire Reporting** tile to access the tool *Idaho's New Hire Directory* and report any new employees who have been hired.

The credentials of the employer logged into Employer Portal will be used to automatically log the employer in to the Idaho New Hire Directory tool. This simplifies the online experience for employers.

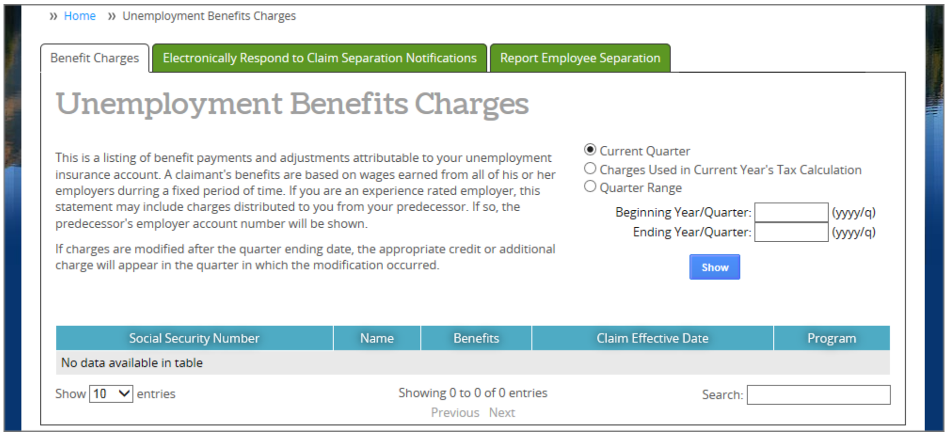
View the Benefit Charges for an Employer

<u>How To</u>: View an employer's benefit charges by quarter or tax year.

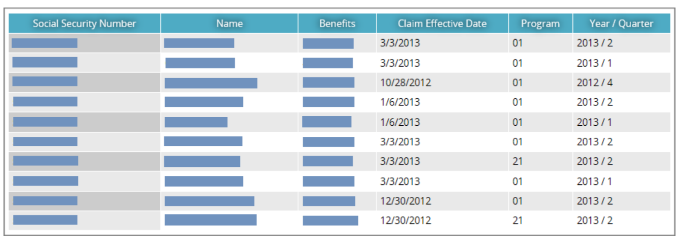
Log in to the Employer Portal and access the user's home screen.



Click the **UI Benefit Claims** tile to access the Benefit Charges tab with a table of the *Current Quarter* displayed by default. This can be changed to view many different quarter options.

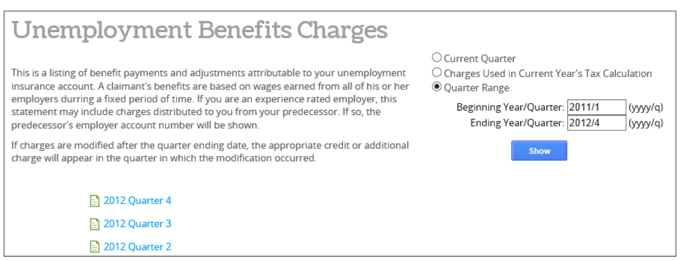


View only the *charges used in the current year's tax calculation* in a table.

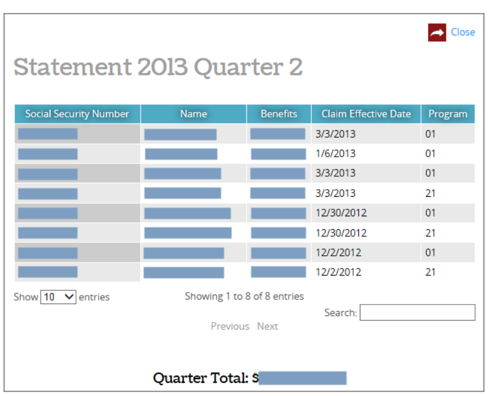


Social Security Number	Name	Benefits	Claim Effective Date	Program	Year / Quarter
			3/3/2013	01	2013 / 2
			3/3/2013	01	2013 / 1
			10/28/2012	01	2012 / 4
			1/6/2013	01	2013 / 2
			1/6/2013	01	2013 / 1
			3/3/2013	01	2013 / 2
			3/3/2013	21	2013 / 2
			3/3/2013	01	2013 / 1
			12/30/2012	01	2013 / 2
			12/30/2012	21	2013 / 2

Or view a specified *quarter range* and see each quarter's information separately.



Select a single quarter to view a slider screen with all benefit claims by Social Security number for which a payment made during the selected quarter has been charged to the employer.



Social Security Number	Name	Benefits	Claim Effective Date	Program
			3/3/2013	01
			1/6/2013	01
			3/3/2013	01
			3/3/2013	21
			12/30/2012	01
			12/30/2012	21
			12/2/2012	01
			12/2/2012	21

Sign Up for Electronic Claim Notification

How To: Sign up for electronic claim notification and communication with the Idaho Department of Labor.

Log in to the Employer Portal and access the user's home screen.

Click the **SIDES & E-Response** tile to access the Electronically Respond to Claim Separation **Notifications** tab.

SIDES is the State Information Data Exchange System, a separate tool employers can use to sign up for online communication with Idaho Department of Labor. This includes electronic separation notification sent by the Idaho Department of Labor when a benefits claim is filed against the employer and the electronic response to that notification.

Communication with the Idaho Department of Labor through SIDES replaces the hand-mailed separation notification and the resulting response that would have otherwise occurred via the U.S. Postal Office.

Click here to register for SIDES or SIDES E-Response is a hyperlink providing access to registration for the SIDES tool for the purpose of signing up for online communication with the Idaho Department of Labor.

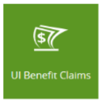
Click here to open e-Response is a hyperlink used to access the SIDES tool on all subsequent times after signing up for a SIDES account.

Confirm Weekly Earnings

Coming soon! Watch for this feature in a future release.

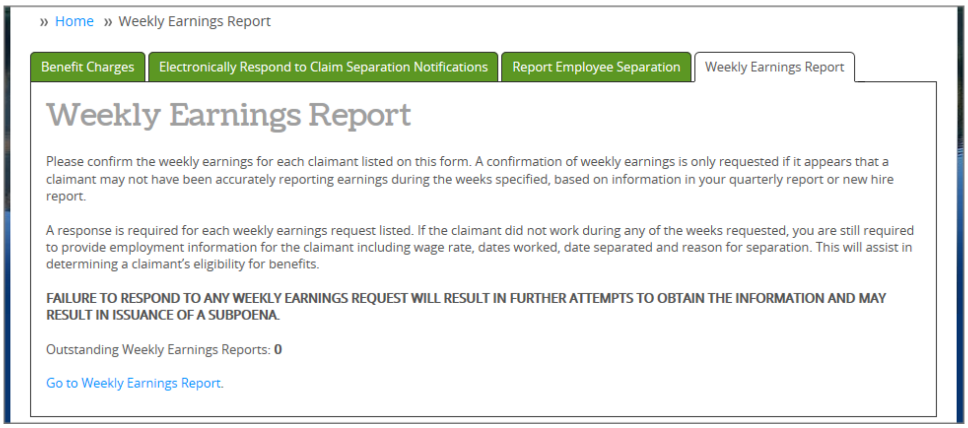
How To: Confirm the weekly earnings for a previous employee who is claiming benefits against wages earned.

Log in to the Employer Portal and access the user's home screen.



Click the **UI Benefit Claims** tile.

Click the **Weekly Earnings Report** tab to access the *Weekly Earnings Report*.



When a benefits claim is filed by a claimant, the dollar amount earned as reported by the claimant must be confirmed by the employer. This report serves as proof of actual amounts earned week-by-week for only those weeks applicable for the benefits claim.

View the number of *Outstanding Weekly Earnings Reports* waiting to be completed.

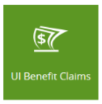
Click the **Go to Weekly Earnings Report** hyperlink to access the tool where weekly earnings reports can be submitted.

Report an Employee Separation

<u>How To</u>: Report an employee separation to the Idaho Department of Labor.

Employers are encouraged to use this tool as each employee separation occurs to provide a baseline of information about the separation against which is compared the claimant's separation information provided at the time a claim is filed. Discrepancies in the reason for separation can be uncovered more quickly, preventing benefit payments from occurring on potentially ineligible claims.

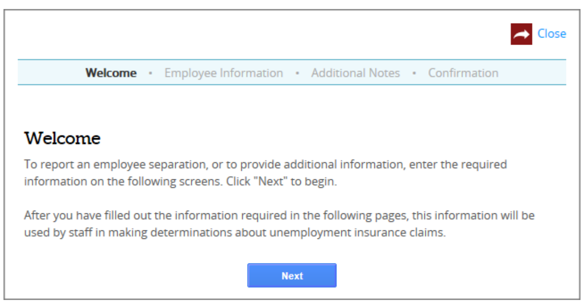
Log in to the Employer Portal and access the user's home screen.



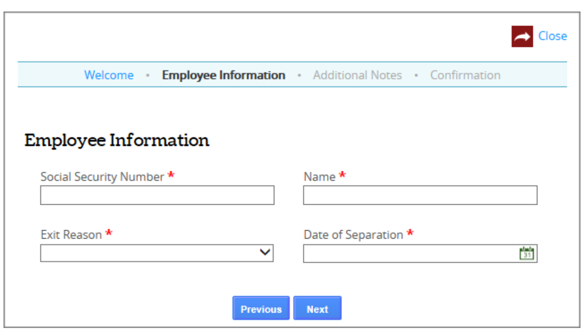
Click the **UI Benefit Claims** tile.

Click the **Report Employee Separations** tab to view all employee separations on file for the selected employer.

Click the **Report New Employee Separation** button to access the employee separation slider screen.

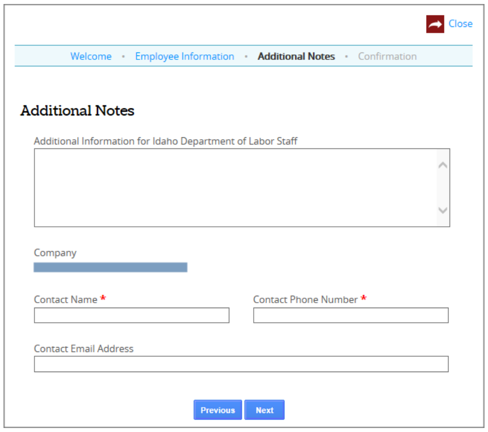


Click the **Next** button to continue in filing an employee separation notification.



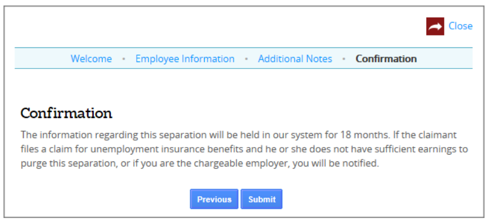
Enter the Social Security number, name, exit reason and date of separation for the employee.

Click the **Next** button to save the data and continue to the Additional Notes screen.



Enter details about the separation that may be helpful if a claimant files a claim related to this separation.

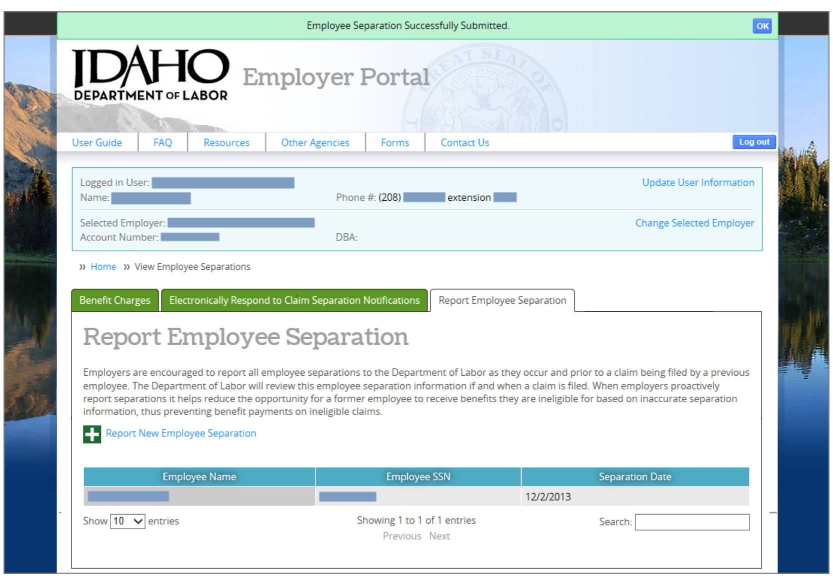
Click the **Next** button to save the data and continue to the Confirmation screen.



Prior to submitting the information to the Idaho Department of Labor the Confirmation provides details about submittal of the information with the Idaho Department of Labor.

- → Each employee separation is kept by the Idaho Department of Labor for use in referencing benefit claims for 18 months after which time it is purged.
- → Employer notification occurs only once a claimant files a claim and lists a separation reason that does not match the employer's separation reason. A separation issue stops benefit payment on the claim until it is resolved.
- → Employer notification will occur at the point that a claimant files a claim and the employer is deemed chargeable for unemployment insurance benefits.

Click the **Submit** button to save the employee separation to the employer account. The slider disappears, a green success dropdown bar is displayed and the new employee separation is listed in the table.



Congratulations! You have the knowledge required to easily use the Employer Portal.